



Homeland
Security

August 1, 2019

Andrew Free
MuckRock News
DEPT MR 76966
411A Highland Ave
Somerville, MA 02144-2516

Re: **DHS Appeal Number 2019-HQAP-00385**
FOIA Request Number 2019-HQFO-01020

Dear Mr. Free:

The Department of Homeland Security (DHS) has received your appeal of the response by the DHS Privacy Office to your Freedom of Information Act (FOIA) request concerning any contract presently in effect between the Department of Homeland Security (and potentially U.S. Immigration and Customs Enforcement, Office of Acquisition Management and/or DHS Office of Inspector General) for the operation of the "LSU Call Center" in Baton Rouge. On behalf of the Deputy Associate General Counsel for General Law, we acknowledge your appeal and are assigning it number **2019-HQAP-00385** for tracking purposes. Please reference this number in any future communications about your appeal.

A high number of FOIA requests have been received by the Department. Accordingly, we have adopted the court-sanctioned practice of generally handling backlogged appeals on a first-in, first-out basis.¹ While we will make every effort to process your appeal on a timely basis, there may be some delay in resolving this matter.

The status of your appeal is now available online and can be accessed at: <https://www.dhs.gov/foia-status>, by using the appeal number. Status information is updated daily. Alternatively, you can download the DHS eFOIA Mobile App, the free app is available for all Apple and Android devices. With the DHS eFOIA Mobile App, you can submit FOIA requests or check the status of requests, access all of the content on the FOIA website, and receive updates anywhere, anytime.

Should you have any questions concerning the processing of your appeal, please contact me at Bradley.White@hq.dhs.gov.

¹ Appeals of expedited treatment denials will be handled on an expedited basis.

Sincerely,

A handwritten signature in black ink that reads "Bradley E. White". The signature is written in a cursive style with a large, stylized 'B' and 'W'.

Bradley E. White
FOIA Officer
Office for Civil Rights and Civil Liberties
Privacy Office Appeals/Litigation